

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. – 57. (Cancelled)

58. (New) A system comprising:

one or more computers; and

a computer-readable medium coupled to the one or more computers having instructions stored thereon which, when executed by the one or more computers, cause the one or more computers to perform operations comprising:

providing a multi-modal user interface on a mobile device, the multi-modal interface enabling output and user input of information using both first and second modalities,

receiving a first user input identifying a job type mode, the first user input being input using the first modality or the second modality, and the job type mode being selected from among a stocking mode, a picking mode, and a counting mode,

transmitting information identifying the user-selected job type mode to a server, in a format consistent with the modality in which the first user input was received,

receiving a response to the information identifying the user-selected job type mode from the server, in formats consistent with both the first modality and the second modality, the response identifying a location at which the user will perform a function related to the user-selected job type mode on an item,

providing the response to the user via the multi-modal user interface, in the formats consistent with both the first modality and the second modality,

receiving a second user input using the first modality or the second modality, the second user input indicating a completion of the function, and including count information or location information associated with the item,

updating inventory data for the item based on the count information or the location information, the updated inventory data being accessible using the formats consistent with both the first modality and the second modality, and

transmitting information indicating the completion of the function related to the user-selected job type mode, in a format consistent with the modality in which the second user input was received.

59. (New) The system of claim 58, wherein the operations further comprise:
outputting the updated inventory data in a format consistent with either the first modality or the second modality, such that the inventory data is maintained during performance of inventory management tasks.

60. (New) The system of claim 58, wherein the job type mode comprises job data.

61. (New) The system of claim 58, wherein the first modality and the second modality collectively include two or more of a voice modality, a Radio Frequency Identification Device (RFID) modality, a bar code modality, a touch modality, and a visual modality

62. (New) The system of claim 58, wherein the operations further comprise receiving a pick list identifying the item and the function.

63. (New) The system of claim 62, wherein the operations further comprise:
displaying the pick list using a visual user interface, and
outputting, using voice synthesis, information identifying less than all items on the pick list.

64. (New) The system of claim 58, wherein the formats consistent with both the first modality and the second modality comprise HTML and VXML, respectively.

65. (New) The system of claim 58, wherein, in the stocking mode, the function comprises adding the item to a warehouse shelf.

66. (New) The system of claim 58, wherein, in the picking mode, the function comprises removing the item from a warehouse shelf.

67. (New) The system of claim 58, wherein, in the counting mode, the function comprises counting a quantity of the item on a warehouse shelf.

68. (New) The system of claim 58 further comprising:
determining, based on updating the inventory data, that a bin associated with the item is expected to be empty;
prompting the user to confirm whether the bin is actually empty, using both the first modality and the second modality.

69. (New) The system of claim 58, wherein the first user input is received using a different modality than the second user input.

70. (New) The system of claim 69, wherein:
the first user input is received using a voice modality, and
the second user input is received using a tactile modality.

71. (New) A computer-readable medium encoded with a computer program comprising instructions that, when executed, operate to cause a computer to perform operations comprising:
providing a multi-modal user interface on a mobile device, the multi-modal interface enabling output and user input of information using both first and second modalities;
receiving a first user input identifying a job type mode, the first user input being input using the first modality or the second modality, and the job type mode being selected from among a stocking mode, a picking mode, and a counting mode;

transmitting information identifying the user-selected job type mode to a server, in a format consistent with the modality in which the first user input was received;

receiving a response to the information identifying the user-selected job type mode from the server, in formats consistent with both the first modality and the second modality, the response identifying a location at which the user will perform a function related to the user-selected job type mode on an item;

providing the response to the user via the multi-modal user interface, in the formats consistent with both the first modality and the second modality;

receiving a second user input using the first modality or the second modality, the second user input indicating a completion of the function, and including count information or location information associated with the item;

updating inventory data for the item based on the count information or the location information, the updated inventory data being accessible using the formats consistent with both the first modality and the second modality; and

transmitting information indicating the completion of the function related to the user-selected job type mode, in a format consistent with the modality in which the second user input was received.

72. (New) The computer-readable medium of claim 71, wherein the operations further comprise:

outputting the updated inventory data in a format consistent with either the first modality or the second modality, such that the inventory data is maintained during performance of inventory management tasks.

73. (New) The computer-readable medium of claim 71, wherein the job type mode comprises job data.

74. (New) The computer-readable medium of claim 71, wherein the first modality and the second modality collectively include two or more of a voice modality, a Radio Frequency

Identification Device (RFID) modality, a bar code modality, a touch modality, and a visual modality

75. (New) The computer-readable medium of claim 71, wherein the operations further comprise receiving a pick list identifying the item and the function.

76. (New) The computer-readable medium of claim 75, wherein the operations further comprise:

displaying the pick list using a visual user interface, and

outputting, using voice synthesis, information identifying less than all items on the pick list.

77. (New) The computer-readable medium of claim 71, wherein the formats consistent with both the first modality and the second modality comprise HTML and VXML, respectively.

78. (New) The computer-readable medium of claim 71, wherein, in the stocking mode, the function comprises adding the item to a warehouse shelf.

79. (New) The computer-readable medium of claim 71, wherein, in the picking mode, the function comprises removing the item from a warehouse shelf.

80. (New) The computer-readable medium of claim 71, wherein, in the counting mode, the function comprises counting a quantity of the item on a warehouse shelf.

81. (New) The computer-readable medium of claim 71 wherein the operations further comprise:

determining, based on updating the inventory data, that a bin associated with the item is expected to be empty;

prompting the user to confirm whether the bin is actually empty, using both the first modality and the second modality.

82. (New) The computer-readable medium of claim 71, wherein the first user input is received using a different modality than the second user input.

83. (New) The computer-readable medium of claim 82, wherein:
the first user input is received using a voice modality, and
the second user input is received using a tactile modality.

84. (New) A computer-implemented method comprising:
providing a multi-modal user interface on a mobile device, the multi-modal interface enabling output and user input of information using both first and second modalities;
receiving a first user input identifying a job type mode, the first user input being input using the first modality or the second modality, and the job type mode being selected from among a stocking mode, a picking mode, and a counting mode;
transmitting information identifying the user-selected job type mode to a server, in a format consistent with the modality in which the first user input was received;
receiving a response to the information identifying the user-selected job type mode from the server, in formats consistent with both the first modality and the second modality, the response identifying a location at which the user will perform a function related to the user-selected job type mode on an item;
providing the response to the user via the multi-modal user interface, in the formats consistent with both the first modality and the second modality;
receiving a second user input using the first modality or the second modality, the second user input indicating a completion of the function, and including count information or location information associated with the item;
updating inventory data for the item based on the count information or the location information, the updated inventory data being accessible using the formats consistent with both the first modality and the second modality; and

transmitting information indicating the completion of the function related to the user-selected job type mode, in a format consistent with the modality in which the second user input was received.

85. (New) The method of claim 84, further comprising:
outputting the updated inventory data in a format consistent with either the first modality or the second modality, such that the inventory data is maintained during performance of inventory management tasks.
86. (New) The method of claim 84, wherein the job type mode comprises job data.
87. (New) The method of claim 84, wherein the first modality and the second modality collectively include two or more of a voice modality, a Radio Frequency Identification Device (RFID) modality, a bar code modality, a touch modality, and a visual modality
88. (New) The method of claim 84, further comprising receiving a pick list identifying the item and the function.
89. (New) The method of claim 88, further comprising:
displaying the pick list using a visual user interface, and
outputting, using voice synthesis, information identifying less than all items on the pick list.
90. (New) The method of claim 84, wherein the formats consistent with both the first modality and the second modality comprise HTML and VXML, respectively.
91. (New) The method of claim 84, wherein, in the stocking mode, the function comprises adding the item to a warehouse shelf.

92. (New) The method of claim 84, wherein, in the picking mode, the function comprises removing the item from a warehouse shelf.

93. (New) The method of claim 84, wherein, in the counting mode, the function comprises counting a quantity of the item on a warehouse shelf.

94. (New) The method of claim 84 further comprising:
determining, based on updating the inventory data, that a bin associated with the item is expected to be empty;
prompting the user to confirm whether the bin is actually empty, using both the first modality and the second modality.

95. (New) The method of claim 84, wherein the first user input is received using a different modality than the second user input.

96. (New) The method of claim 95, wherein:
the first user input is received using a voice modality, and
the second user input is received using a tactile modality.